

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant : Witness Systems, Inc.                      Conf. No. : 2396  
Serial No. : 09/583,337  
Filed : 5/31/2000                              Docket : 20284-0009001  
Title : METHODS AND SYSTEMS FOR PERSONALIZING INTERNET  
                BROWSING AND MANAGING COLLABORATIVE BROWSING  
                EXPERIENCES

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**POWER OF ATTORNEY WITH REVOCATION  
AND CERTIFICATE UNDER 37 CFR § 3.73(b)**

Revoking any and all powers of attorney heretofore given in the application identified in the attached Statement under 37 C.F.R. § 3.73(b), the undersigned, assignee of the entire interest in the application identified in the Statement under 37 C.F.R. § 3.73(b), hereby appoints the attorneys associated with the Customer Number:

**75158**

as attorneys for applicant(s), with full power of substitution and revocation, to prosecute this application, to make alterations and amendments therein, to receive the patent, and to transact all business in the Patent and Trademark Office connected therewith.

Send all future correspondence and address all telephone calls to the correspondence address associated with Customer Number:

**75158**

A Statement under 37 CFR § 3.73(b) accompanies this Revocation of Power of Attorney.

**STATEMENT UNDER 37 CFR § 3.73(b)**

Witness Systems, Inc. states that it is:

- the assignee of the entire right, title, and interest; or
- an assignee of an undivided part interest

in the present patent application/patent by virtue of either:

A.  An assignment from the inventor(s) of the patent application/patent identified below.

- 1. The assignment was recorded in the Patent and Trademark Office at:

Serial No.	Reel/Frame(s)
09/583,337	012881/0133

- 2. The assignment has not yet been recorded. A copy of the assignment is attached.

OR

B.  A chain of title from the inventor(s), of the patent application/patent identified above, to the current assignee as shown below:

- Additional documents in the chain of title are listed on a supplemental sheet.
- Copies of assignments or other documents in the chain of title are attached.

The undersigned (whose title is supplied below) is empowered to act on behalf of the assignee.

Date: July 13, 2010

  
Signature  
Name: Andrew T. Pham  
Title: Assistant General Counsel, Global  
Intellectual Property